get complete pdf at learnexams.com

WGU C720 OA- Operations and Supply Chain Management Complete Guide with Vocabularies| 2023/ 2024 Newly Updated!!!

QUESTION
Documentation

Answer:
The act of putting a procedure into writing.

QUESTION
ISO 9000

Answer:
2000: An international quality standard.

learnexams

QUESTION
Plan-Do-Check-Act Cycle/Deming Wheel/Shewhart Cycle

Answer:
A cycle of continuous improvement that is repeated indefinitely. Planning involves using appropriate tools to identify problems or improvement opportunities. Doing involves acting upon the plan. Checking involves analyzing the actions performed to ensure that goals were achieved. Acting involves standardizing and documenting the changes, communicating changes to other, and determining why goals were not achieved.

QUESTION
Seven Tools of Statistical Process Control (SPC)

Answer:
Fishbone diagrams, check sheets, control charts, histograms, Pareto charts, scatter diagrams, and control charts (classified as flow/run charts).

LEARNEXAMS.COM

get complete pdf at learnexams.com

QUESTION
Check Sheets

Answer:
Used to record data points in real-time at the site where the data is generated; raw data is collected without interpretation and then depicted using a different statistical tool.

QUESTION
Histogram/Box Chart

Answer:
Shows the frequency of data observations within a preset range of values.

QUESTION
Scatter Plot

learnexams

Answer:
Displays data as a relationship between two variables; correlations can be drawn based upon the data. The controlled variable is the independent variable.

QUESTION
Pareto Chart

Answer:
A bar chart that reflects data values in a descending order.

QUESTION
Control Chart

LEARNEXAMS.COM

get complete pdf at learnexams.com

Answer:
A graphical depiction of process outputs where the raw data is plotted in real-time within upper control limits (UCL) and lower control limits (LCL); this allows one to determine if a process is stable or trending towards instability and take corrective action before variations result in non-conforming products (see Page 30 for example).

QUESTION
Run Chart

Answer:
Another form of a control chart for processes that have common features, a common scale, or a central tendency; an optimal line is drawn horizontally across the chart to gauge the central tendency (see Page 30 for example).

QUESTION
Six Sigma

Answer:
Relates to the firm's ability to produce error-free products; uses six standard deviations rather than three, which translates to 3.4 defects per 1 million units (99.99966% error-free). Uses the DMAIC (Define, Measure, Analyze, Improve, and Control) process; uses quantitative and qualitative techniques.

learnexams

QUESTION
Project Charter

Answer:
Used in the Six Sigma "define" stage to include all aspects of a project to ensure optimal success, including the project scope, problem statement, time frame, boundaries, and team members.

QUESTION
DMAIC

LEARNEXAMS.COM

get complete pdf at learnexams.com

Answer:
The "define, measure, analyze, improve, and control" process of Six Sigma.

QUESTION
Value Stream Mapping

Answer:
Provides an overview of an entire process.

QUESTION
SIPOC Chart

Answer:
Defines the supplier-input-process-output-customer relationships in a process.

QUESTION
Failure Modes and Effects Analysis (FMEA)

learnexams

Answer:
Used to identify potential causes of defects, errors, breakdowns, or failures.

QUESTION
Measurement System Analysis

Answer:
Determines the accuracy and repeatability of the measurement methods and devices used to control variation in the process.

QUESTION
Design of Experiments (DOE)

LEARNEXAMS.COM